

STATE OF WISCONSIN  
Department of Health and Family Services  
Division of Disability and Elder Services


DDES Memo Series 2006 - 11  
DCFS Memo Series 2006 -10  
Date: 6/1/06

**Index Title: New electronic Listserv and process for memo series –  
replaces mailed copies of memos**

## **IMPORTANT NOTICE**

To: Listserv

For: Area Administrators / Human Services Area Coordinators, Adoption Agencies,  
Adoption Consultants, Adult Day Care Programs,  
Adult Family Homes, Aging and Disability Resource Center Directors,  
Ambulatory Surgical Centers, BMCW,  
BMCW Adoption / Contact Staff, Bureau Directors,  
Certified Mental Health and AODA Treatment Programs,  
Child Protective Services, Community Based Residential Facilities  
County COP-Waiver Contacts, County COP Coordinators,  
County CSP Coordinators,  
County Departments of Community Programs Directors,  
County Departments of Developmental Disabilities Services Directors,  
County Departments of Human Services Directors,  
County Departments of Social Services Directors,  
County Lead Agencies for Alzheimer's Family Caregiver Support Program,  
County Mental Health Coordinators, County Substance Abuse Coordinators,  
County / Tribal Aging Directors, End-Stage Renal Dialysis Centers,  
Facilities Serving Persons with Developmental Disabilities,  
Family Care CMO Directors, Foster Care County Coordinators,  
Grassroots Empowerment Project, Home Health Agencies,  
Hospices, Hospitals, Indian Child Welfare  
Kinship Coordinators, Lead Elder Abuse Agency Contacts,  
Licensing Chiefs / Section Chiefs, Mental Health and AODA Coordinators,  
NAMI – Wisconsin, Nurse Aide Training Programs, Nursing Homes,  
Outpatient Rehabilitation Facilities, Private Foster Care Coordinators,  
Residential Care Apartment Complexes, Rural Health Clinics,  
State Council on Alcohol and Other Drug Abuse,  
State Council on Mental Health, Training Partnerships,  
Tribal Chairpersons / Human Services Facilitators,  
WAOA, Wisconsin Health Care Provider Organizations,  
Wisconsin Family Ties

From: Sinikka Santala, Administrator DDES  
Burnie Bridge, Administrator DCFS  
Otis Woods, Director BQA 

Subject: **New electronic Listserv and process for memo series – replaces mailed  
copies of memos**

## Document Summary

This memo is to inform you of changes to receiving memos as well as information, numbered and operation memos from the Department of Health and Family Services (DHFS). As of July 1, 2006, the Bureau of Quality Assurance (BQA) memo series, BQA quarterly updates and BQA Pharmacy Newscapsule, the Division of Disability and Elderly Services memo series, and the Division of Children and Family Services memo series will only be available on the DHFS web site. You will no longer receive paper copies of memos via regular mail. When a new memo has been posted on the web site, an email notification will be sent to everyone who has signed up on the Department's Listserv.

The electronic Listserv will:

- provide quicker access to information;
- provide an efficient way to share the information with staff in your agency who need it;
- reduce the number of paper copies you produce and/or maintain;
- provide an online search feature, reducing your time to find memos; and
- provide your agency with an electronic back-up of the memo series.

If you are interested in receiving electronic notification of policy-related information, numbered and operations memos for the Divisions of Disability and Elder Services and Children and Family Services, you will need to sign-up at [http://dhfs.wisconsin.gov/dsl\\_info/signup.htm](http://dhfs.wisconsin.gov/dsl_info/signup.htm).

In order to sign-up for the Memo Listserv, you will need a valid email address and internet access.

### **Memo Listserv Sign-up Form and Procedures**

1. Go to: [http://dhfs.wisconsin.gov/dsl\\_info/signup.htm](http://dhfs.wisconsin.gov/dsl_info/signup.htm)
2. Fill out the sign-up form
3. Please select the lists about which you would like to receive notification. You may select more than one. When your selected information, operations, and numbered memos are posted to the Department of Health and Family Services web site, you will receive an email notification informing you to check the web site for the newly posted materials. You can sign up for:
  - BQA Memos, Updates and Pharmacy Newscapsule
  - DDES Information Memos
  - DDES Numbered Memos
  - eWiSACWIS Operations Memos
  - Child Welfare Policy Memos (Information and Numbered)
  - DCFS Regulation & Licensing Memos
4. Select 'Submit this Request' button.

You should get a "welcome" email within 24 hours for each list you join. If you do not get a welcome email, try signing up again. After you are successfully signed up on the Memo Listserv, you will receive an email notification after a new memo has been posted.

Most memos published before July 1, 2006 are available on the DHFS website. You can efficiently locate a memo online by following the appropriate procedures for each memo series.

### Searching the Specified DHFS Memo Series

#### BQA Numbered Memo Series and Updates -

1. Enter the BQA Numbered Memo Series page ([http://dhfs.wisconsin.gov/rf\\_DSL/Publications/BQAnodMems.htm](http://dhfs.wisconsin.gov/rf_DSL/Publications/BQAnodMems.htm)) .
2. To find a memo:
  - Use the keyword search option, or
  - View the table listing the most recently published memos, or select the link for the year you need.
3. Memos are listed in a table format. The table lists the memo number, provider affected, date issued, and subject of the memo.
  - To open the memo, select the Memo number you want to open and it will open in a separate screen in html format. (Note: A link to the PDF version is listed on the open html page.)
  - After the memo is opened, you can print it. (Note: If you do not have access to a printer, most local libraries offer internet and printing services. Other printing options might include internet cafes or FedEx/Kinkos.)
  - To return to the index, select the browser's 'BACK' button.

#### DDES Information and Numbered Memo Series:

1. Enter the DDES Memo Series page ([http://dhfs.wisconsin.gov/dsl\\_info/](http://dhfs.wisconsin.gov/dsl_info/)).
2. Select the Memo Series you want to view (Numbered Memo Series or Information Memo Series).
3. To find a memo, you can select a year or use the keyword search option.
4. Memos are listed in a table format. The table lists the memo number, the Bureau that issued the memo, title of the memo, and date issued.
  - Under the Memo Number column, a hyperlink to the electronic version of the memo will be listed in both PDF and html formats.
  - To open the memo, select the version (PDF or html) you want to open and it will open in a separate screen.
  - After the memo is open, you can print it. (Note: If you do not have access to a printer, most local libraries offer internet and printing services. Other printing options might include internet cafes or FedEx/Kinkos.)
  - To return to the index, select the browser's 'BACK' button.

#### DCFS Memo Series:

1. Enter the DCFS Memo Series page ([http://dhfs.wisconsin.gov/dcfs\\_info/](http://dhfs.wisconsin.gov/dcfs_info/)).
2. Select the Memo Series (numbered, information, eWISACWIS operations and regulation and licensing) you want to view from the page.
3. Memos are listed in a table format. The table lists the memo number and issue date, the subject of the memo, and the Bureau that issued the memo.
  - Under the subject column, a hyperlink to the electronic version of the memo will be listed.
  - To open the memo, select the hyperlink and it will open in a separate screen.
  - After the memo is opened, you can print it. (Note: if you do not have access to a printer, most local libraries offer internet and printing services. Other printing options might include internet cafes or FedEx/Kinkos.)
  - To return to the index, select the browser's 'BACK' button.

Please contact the appropriate office if you have any questions regarding this process.

Central Office Contacts:

BQA Contact:

Christine Weidner, Operations Program Associate  
Bureau of Quality Assurance  
1 W. Wilson St., Rm. 1150  
P.O. Box 2969  
Madison, WI 53707-2969  
Phone: (608) 266 8481  
Fax: 608-  
E-mail: [WeidnC@dhfs.state.wi.us](mailto:WeidnC@dhfs.state.wi.us)

DDES Contact:

Nancy Overzet, Office Associate  
Division of Disability and Elder Services  
1 W. Wilson St., Rm 850  
P.O. Box 7851  
Madison, WI 53707-7851  
Phone: (608) 266-2000  
Fax: (608) 266-2579  
E-mail: [webmailddes@dhfs.state.wi.us](mailto:webmailddes@dhfs.state.wi.us)

DCFS Contact:

Nancee Herheim, Document Production Assistant  
Division of Children and Family Services  
1 W. Wilson St.  
P.O. Box 8916  
Madison, WI 53708-8916  
Phone: (608) 267-3905  
Fax: (608) 266-2579  
E-mail: [webmaildcfs@dhfs.state.wi.us](mailto:webmaildcfs@dhfs.state.wi.us)